



October 24, 2008

JOB OPPORTUNITY

If you are seeking a challenging position, we have the ideal job for you.

CLASSIFICATION: *LIBRARY TECHNICAL ASSISTANT I*

TENURE/TIME BASE: *PERMANENT FULL TIME*

BUREAU: *STATE LIBRARY SERVICES/BRAILLE & TALKING BOOK LIBRARY*

MONTHLY SALARY: *\$2771-3369*

SUMMARY: Under the supervision of the Supervising Librarian I, Outreach and Programs, the incumbent provides technical support for outreach and programming activities and for library systems administration for the Braille and Talking Book Library.

DUTIES:

- ❖ Provides technical services, computer and systems administration support for the Braille and Talking Book Library (BTBL) as follows:
 - Assists with cataloguing library materials by assigning appropriate subject and audience level tags needed for automatic distribution of talking books through the Keystone Library Automation System (KLAS). Performs editing/upgrading of bibliographic records. Maintains and updates serials and narrator authority files.
 - Performs routine database maintenance and completes special maintenance assignments as directed. Serves as a first line contact for KLAS customer support. Assists BTBL staff with basic use of the system.
 - Serves as technical support for the BTBL recording studio, assisting with installation, configuration and ongoing maintenance of recording equipment. Troubleshoots and resolves minor problems, assists in providing basic training and support for volunteers in the use of the equipment.
 - Serves as PC Coordinator for BTBL; resolves basic PC problems, referring more difficult issues to the appropriate staff in the Information Technology Bureau.
 - Uses the KLAS system to generate readership and inventory reports to identify titles for which extra copies are needed. Works with volunteers to create extra copies and prepare print and Braille labels for the copies using special software. Assigns inventory numbers to new books added to the collection.
 - Using the KLAS system and Microsoft Access/Crystal Reports, designs and generated customer, circulation, and library collection reports.
 - Serves as backup for various technical services support functions, such as accessioning of library materials.
- ❖ Provides public service and support for the BTBL Outreach and Programs Unit, as follows:
 - Contacts new customers by telephone to explain services and procedures; sets up new customer accounts.

- Reviews inquiries submitted to the general BTBL e-mail; handles general information; directs other questions to appropriate staff.
 - Checks in, distributes and files official communications from the National Library Service for the Blind and Physically Handicapped (NLS).
- ❖ Provides general public support, as follows:
- Serves as occasional backup for the public service desk, handling walk-in customer requests and providing basic information services. Provides other public service backup as required.

DESIRABLE QUALIFICATIONS:

- Knowledge of basic library technical services and cataloging practices, as they apply to BTBL's collection and automation system, or the ability to learn.
- Knowledge of analog and digital equipment requirements and systems for voice recording studios, or the ability to learn.
- Knowledge of database and report generation software programs, including MS Access and Crystal Reports, or the ability to learn.
- Knowledge of computers and industry standard office software programs including Microsoft Excel, Word, Access.
- Knowledge of BTBL operations as they apply to customer service, and of basic reader advisory functions, or ability to learn.
- Ability to complete tasks within agreed upon standards of accuracy and timeliness.
- Ability to correctly and independently interpret and apply customer service regulations, guidelines, policies and procedures for NLS and BTBL.
- Ability to analyze and compare data to generate useful reports using industry standard software.
- Ability to prioritize workflow issues and communicate clearly with section heads, program managers and staff.
- Ability to work both independently and in a team environment.
- Communicate thoughts clearly, orally, and in writing.
- Ability to occasionally handle heavy equipment (up to 25 pounds) and library materials.
- Ability to operate a keyboard, mouse, barcode wand and other computer peripherals.

APPLICATION PROCESS:

Individuals who are eligible for a list appointment, transfer or reinstatement to this class should send an application to the California State Library, Human Resources Services, Room 215, P.O. Box 942837, Sacramento, CA 94237-0001. **All applicants must clearly indicate the basis for their eligibility in "Examination(s) or Job Title(s) for which you are applying" on the standard application form (STD 678). Applications will be accepted until the position is filled. ALL APPOINTMENTS SUBJECT TO STATE RESTRICTIONS OF APPOINTMENTS (SROA) PROVISIONS. Applications will be screened and only the most qualified candidates will be interviewed.**

EQUAL OPPORTUNITY EMPLOYER